



INFORMATION & COMMUNICATIONS TECHNOLOGY DIVISION MISSOURI STATE HIGHWAY PATROL

JOB OPPORTUNITY BULLETIN

TITLE: Technical Support Manager (Network Support Unit)

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DESCRIPTION: This Technical Support Manager position is assigned to the Missouri State Highway Patrol's Information & Communications Technology Division. This position will be assigned to the Network Support Unit. The official domicile for this position is Jefferson City, Missouri. This position can be classified as non-exempt or exempt under the Fair Labor Standards Act.

POSITION SUMMARY: This position performs highly advanced technical and supervisory work in the management of network infrastructure and related technical support services for a criminal justice organization. An employee in this class is responsible for the designing, planning, scheduling and coordinating of systems that may include systems administration, systems programming, teleprocessing, network operations, operations support, help desk and data management used by the agency. The employee is responsible for project plan development and management. Supervision is exercised directly or through CIT supervisors over a staff of computer information technologists, CIT specialists or other technical personnel. General direction is provided by a designated administrative superior, but the employee is given wide latitude for using independent judgment and initiative in attaining overall objectives:

For a more detailed job description go to:

<http://www.mshp.dps.missouri.gov/MSHPWeb/PatrolDivisions/HRD/Civilian/CivilianJobDescriptions/salarySchedule.html>.

QUALIFICATIONS: Graduation from an accredited four-year college or university with specialization in mathematics, statistics, accounting, computer science or closely related field. Experience may be substituted for the formal education on a year-for-year basis AND Two years of experience as a Computer Information Technology Specialist II, IT Supervisor, or related position.

It is highly desirable that applicants for this position possess knowledge of and/or experience in the following: Ability to adjust to work hours as assigned; knowledge of Information Technology, including various hardware and software platforms and technologies, as well as wide and local area network links to mainframe, midrange, and microcomputer platforms; knowledge of overall network design, including network layout, circuit sizing, and network standards and procedure development; experience in the installations and maintenance of network equipment, including routers, hubs, switches, sniffers, and cabling; working knowledge of troubleshooting and resolution of network equipment and services; knowledge of network security concepts; experience with wireless networks and components; experience with VOIP, MPLS, Microwave, and other emerging network technologies; knowledge and experience with TCP/IP.

SALARY RANGE: (Semi-monthly) The minimum starting salary is \$2,382.00; however salary may be commensurate with applicable experience and education.

Opening Date: December 3, 2014

Closing Date: December 16, 2014

APPLICATION PROCEDURE: Individuals interested in this position **must complete and submit** the Patrol's on-line application prior to the application deadline of December 16, 2014. Resumes will not be accepted in lieu of the application. Applicants with the necessary educational qualifications must also submit a copy of their college transcripts, which can be uploaded and attached to the application. Please visit our website at www.mshp.dps.mo.gov to complete an on-line [Application for Civilian Employment \(ACE\)](#). Individuals who have previously completed an application must access their profile in the ACE System to reapply.

Interview boards are tentatively scheduled for the week of December 22, 2014. The tentative start date for this position is within 30 days of the interview.

Current employees who meet the minimum qualifications set forth in the attached job description may apply through the Human Resources Division by submitting an intradepartmental letter of application (SHP-15) and resume through channels prior to the application deadline.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

NOTE: Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations, and/or candidate's possession of the knowledge, skills, and abilities deemed necessary for successful performance in the job.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a Patrol administered drug test and favorable background investigation.

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

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